

W 014454-08-0440

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: 2010 SEP 17 P 3:27

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2010 - 89458

Date: 9/17/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Connie

DeMaria

Account Name: Connie DeMaria

Home: (000) 000-0000

Street:

Work:

City: Munds Park

CBR:

State: AZ Zip: 86017

is:

Utility Company: Arizona Water Company

Division: Sedona

Contact Name:

Contact Phone:

Nature of Complaint:

Sept 16, 2010

Connie De Maria

Munds Park, AZ 86017

Arizona Corporation Commission

DOCKETED

SEP 17 2010

Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007

DOCKETED BY

Attn: Utilities Division

Re: Decision # 71845 Authorizing new Water Rate Increase Eff July 1, 2010.

Re: Connie De Maria - Acct # 112-22-03706-3

Customer of Arizona Water Co. in Northern Arizona - September billing

Gentlemen:

I received my Sept. Water bill for my home in Munds Park, AZ. It indicated a rate increase was approved by your company and it was effective back to July.

I want to tell you how upset I am about this. I pay my bills on time and have good credit. That means I paid my JULY Bill. Now I get back charged for a bill I already paid! I don't understand why the increase wasn't applied to the September bill?

How can people catch up these days? You people are blind to what's happening to our economy these days? We don't get a chance to catch our breath with all the increases. Do you realize how much you're hurting us? My husband and I are retired and live on a fixed income, as do many other families in this Community.

Is back charging a good idea at this time? My July & August bills are already paid!

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

It is an insult to good paying customers! Or maybe we're the only ones you can squeeze the money out of!

Sincerely
Connie De Maria

Arizona Water Co.

CC:
Arizona Water Co
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 9/17/2010

Opinion No. 2010 - 89458
